

Amendments to the Claims

Please replace all prior versions and listings of claims with the following listing of claims.

LISTING OF CLAIMS:

1 - 30. (*Cancelled*)

31. (*Currently Amended*) A method of providing service level management of a business process in connection with a computer network, wherein the business process is supported by a service operated on the computer network, wherein the service is supported by at least one network component within the computer network, wherein the service is to be provided at an agreed upon service level, and wherein a measure of performance of the service indicates a current service level of the business process, the method comprising:

measuring a component parameter of the at least one network component, the component parameter indicating an operational characteristic of the at least one network component;

determining a service parameter representative of a measure of performance of the service, the service parameter having a state used to determine conformity of the ~~business process~~ service to the agreed upon service level; and

determining an effect of the measured component parameter on the state of the service parameter.

32. (*Previously Presented*) The method of claim 31, further comprising determining an effect the component parameter has on the service parameter, the determination comprising one or more of:

a data mining based process;

a neural network based process;

a machine learning based process;

an iterative dichotomizing third derivative based process;

an algorithm based process; and
a selected statistical based process.

33. **(Previously Presented)** The method of claim 31, further comprising representing an effect of the component parameter on the service parameter, wherein the representation includes one or more of:

- a decision tree;
- a propositional statement;
- a quantified statement;
- a weighted listing; and
- a graph.

34. **(Previously Presented)** The method of claim 31, wherein the service parameter represents one or more of:

- a response time of a network resource;
- traffic congestion of a selected portion of the network;
- availability of a network resource;
- reliability of a network resource;
- security of a network resource;
- performance of a network resource; and
- configuration of a network resource.

35. **(Previously Presented)** The method of claim 31, wherein the network component is associated with a network component monitoring agent of a network management system.

36. **(Previously Presented)** The method of claim 35, further comprising determining interfaces between the network component and the network component monitoring agent.

37. **(Previously Presented)** The method of claim 31, wherein the service level management domain comprises a plurality of management applications integrated into a hierarchical structure having a plurality of layers.

38. **(Previously Presented)** The method of claim 31, wherein the network component comprises one or more of:

- a transmission device,
- a transmission media,
- a computer system, and
- an application.

39. **(Currently Amended)** A method of implementing service level management of a business process in connection with a computer network ~~having one or more network entities~~, wherein the business process is supported by a service, wherein the service is supported by the one or more network entities, and wherein the one or more network entities are addressable by the computer network to manage the service, the method comprising:

- identifying a plurality of component parameters associated with the one or more network entities of the computer network;

- designating one of the plurality of component parameters as a service parameter, the service parameter providing an indication of a state of the service supporting the business process;

- determining a level of the service from the service parameter, the level of the service indicative of a measure of performance of the service, the measure of performance of the service enabling management of the business process supported by the service; and

- determining, based on the plurality of component parameters, how the plurality of component parameters affect the service parameter to manage the service associated with the network.

40. **(Previously Presented)** The method of claim 39, further comprising storing the plurality of component parameters associated with the one or more network entities in a storage device.

41. **(Previously Presented)** The method of claim 39, further comprising managing the network based on the state of the service indicated by the service parameter.

42. **(Previously Presented)** The method of claim 39, further comprising instructing the one or more network entities addressable by the network to take an action based on the state of the service indicated by the service parameter.

43. **(Previously Presented)** The method of claim 42, further comprising interfacing with a management platform associated with the network to manage the service associated with the network.

44. **(Previously Presented)** The method of claim 39, wherein the service level management domain comprises a plurality of management applications arranged in a hierarchical manner.

45. **(Previously Presented)** The method of claim 39, wherein the network component comprises one or more of:

- a transmission device,
- a transmission media,
- a computer system, and
- an application.

46. **(Currently Amended)** A device readable medium holding device executable instructions for executing a method of providing service level management of a business process in connection with a computer network, wherein the business process

is supported by a service operated on the computer network, wherein the service is supported by at least one network component within the computer network, wherein the service is to be provided at an agreed upon service level, and wherein a measure of performance of the service indicates a current service level of the business process, the method comprising:

- measuring a component parameter of the at least one network component, the component parameter indicating an operational characteristic of the at least one network component;

- determining a service parameter representative of a measure of performance of the service, the service parameter having a state used to determine conformity of the ~~business process~~ service to the agreed upon service level; and

- determining an effect of the measured component parameter on the state of the service parameter.

47. **(Previously Presented)** The medium of claim 46, further comprising determining how the component parameter has an effect on the service parameter using one or more of:

- a data mining based process;
- a neural network based process;
- a machine learning based process;
- an IDS derivative (iterative dichotomizing third) based process;
- an algorithm based process; and
- a selected statistical based process.

48. **(Previously Presented)** The medium of claim 46, further comprising representing how the effect of the component parameter on the service parameter by one or more of:

- a decision tree;
- a propositional statement;
- a quantified statement;

a weighted listing; and
a graph.

49. **(Previously Presented)** The medium of claim 46, wherein the service parameter of the service represents one or more of
a response time of a network resource;
traffic congestion of a selected portion of the network;
availability of a network resource;
reliability of a network resource;
security of a network resource;
performance of a network resource; and
configuration of a network resource.

50. **(Previously Presented)** The medium of claim 46, wherein the network component is associated with a network component monitoring agent of a network management system.

51. **(Previously Presented)** The medium of claim 50, further comprising determining interfaces between the network component and the network component monitoring agent to provide service level management in the network.

52. **(Previously Presented)** The medium of claim 46, wherein the service level management domain comprises a plurality of executable applications arranged in a hierarchical manner.

53. **(Currently Amended)** A device readable medium holding device executable instructions for executing a method of implementing service level management of a business process in connection with a computer network ~~having one or more network entities~~, wherein the business process is supported by a service, wherein the service is supported by the one or more network entities, and wherein the one or more network

entities are addressable by the computer network to manage the service, the method comprising:

identifying a plurality of component parameters associated with the one or more network entities of the computer network;

designating one of the plurality of component parameters as a service parameter, the service parameter providing an indication of a state of the service supporting the business process;

determining a level of the service from the service parameter, the level of the service indicative of a measure of performance of the service, the measure of performance of the service enabling management of the business process supported by the service; and

determining, based on the plurality of component parameters, how the plurality of component parameters affect the service parameter to manage the service associated with the network.

54. **(Previously Presented)** The medium of claim 53, further comprising storing the plurality of component parameters associated with the one or more network entities in a storage device.

55. **(Previously Presented)** The medium of claim 53, further comprising managing the network based on the state of the service indicated by the service parameter.

56. **(Previously Presented)** The medium of claim 53, further comprising instructing the one or more network entities addressable by the network to take an action based on the state of the service indicated by the service parameter.

57. **(Previously Presented)** The medium of claim 56, further comprising interfacing with a management platform associated with the network to manage the service associated with the network.

58. **(Previously Presented)** The medium of claim 53, wherein the service level management domain comprises a plurality of executable applications performing a plurality of functions in a hierarchical manner.

59. **(New)** A method of providing service level management of a business process in connection with a computer network, wherein the business process is supported by a service operated on the computer network, wherein the service is supported by at least one network component within the computer network, wherein the service is to be provided at an agreed upon service level, and wherein a measure of performance of the service indicates a current service level of the business process, the method comprising:

measuring a component parameter of the at least one network component while the at least one network component is operating to support the service, the component parameter indicating an operational characteristic of the at least one network component;

determining a service parameter representative of a measure of performance of the service, the service parameter having a state used to determine conformity of the service to the agreed upon service level; and

determining an effect of the measured component parameter on the state of the service parameter while the at least one network component is operating to support the service.